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PATENT & TRADEMARK OFFICE

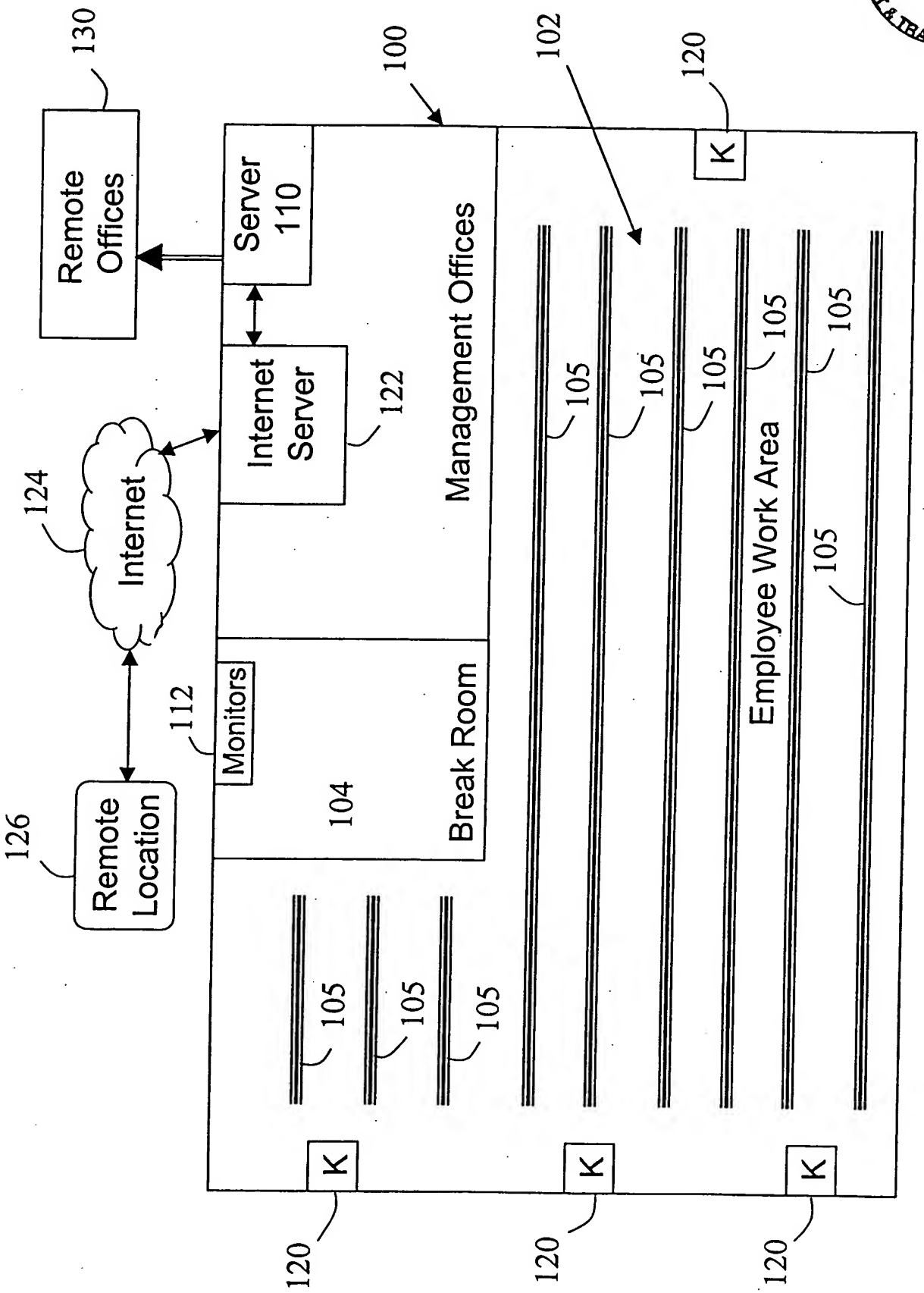

Fig. 1

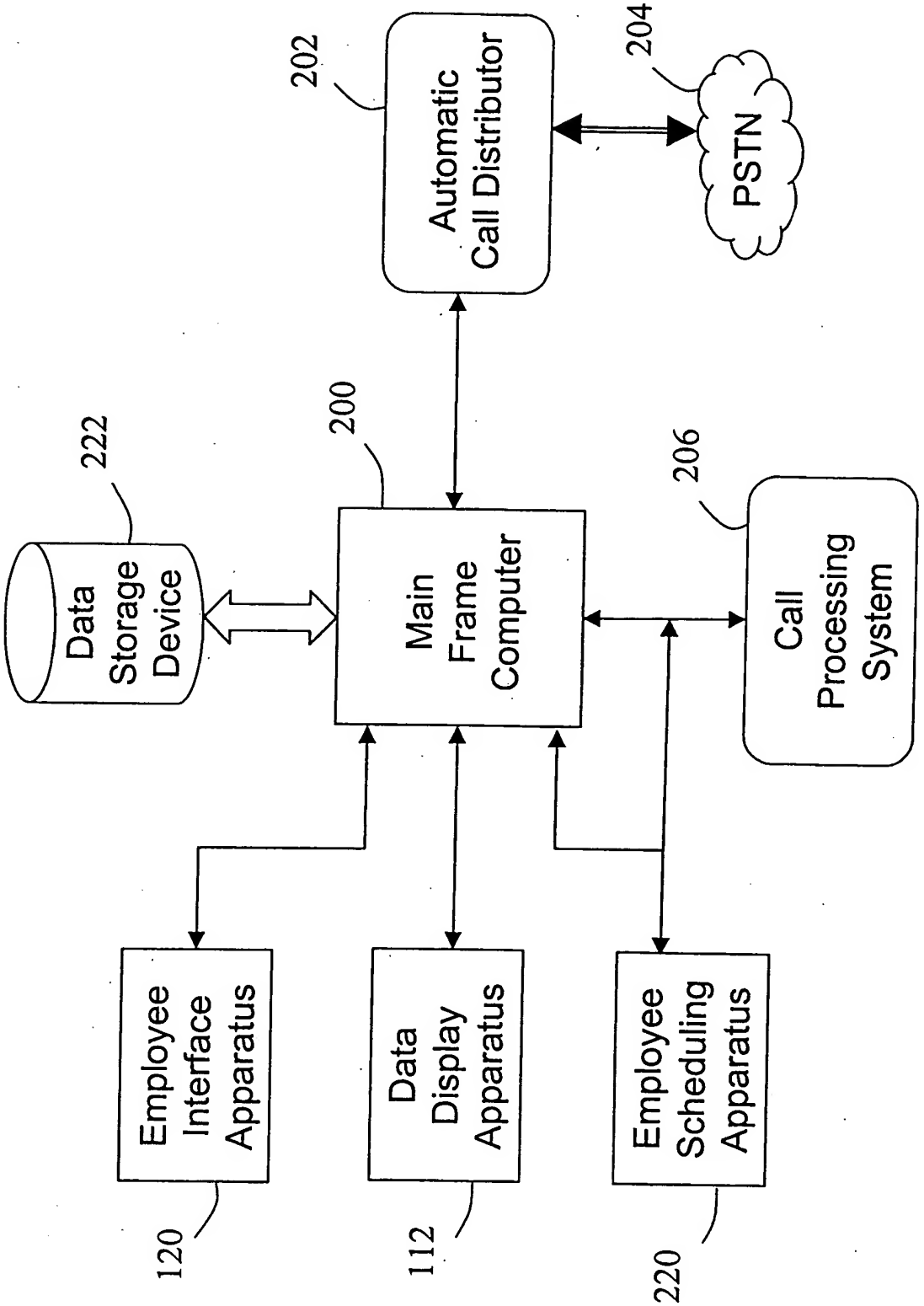
202
Automatic Call Distributor
204
PSTN
222
Data Storage Device
200
Main Frame Computer
206
Call Processing System
Employee Interface Apparatus
120
Data Display Apparatus
112
Employee Scheduling Apparatus
220

Fig. 2

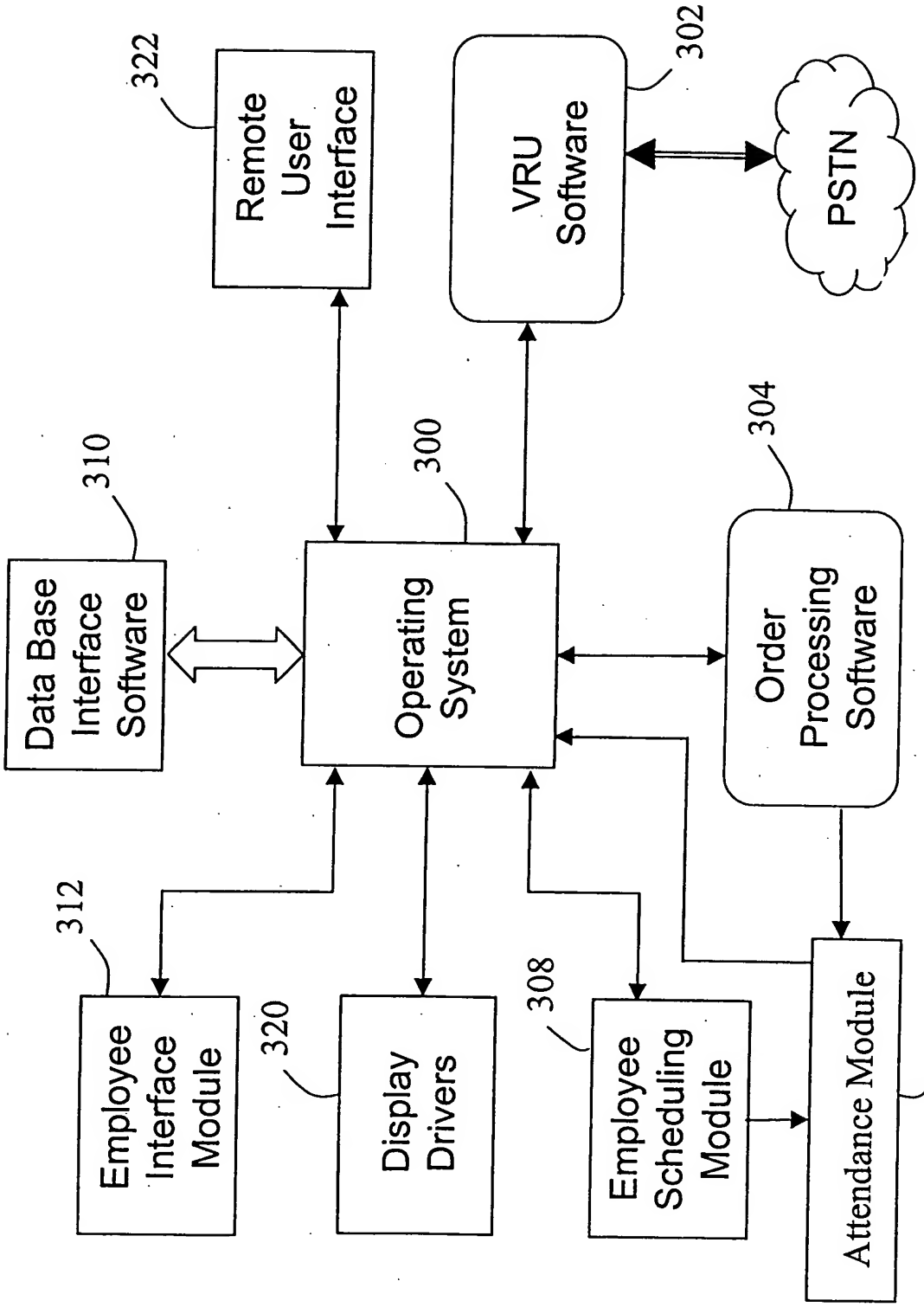
322
Remote User Interface
302
VRU Software
PSTN
310
Data Base Interface Software
300
Operating System
304
Order Processing Software
312
Employee Interface Module
320
Display Drivers
308
Employee Scheduling Module
314
Attendance Module

Fig. 3

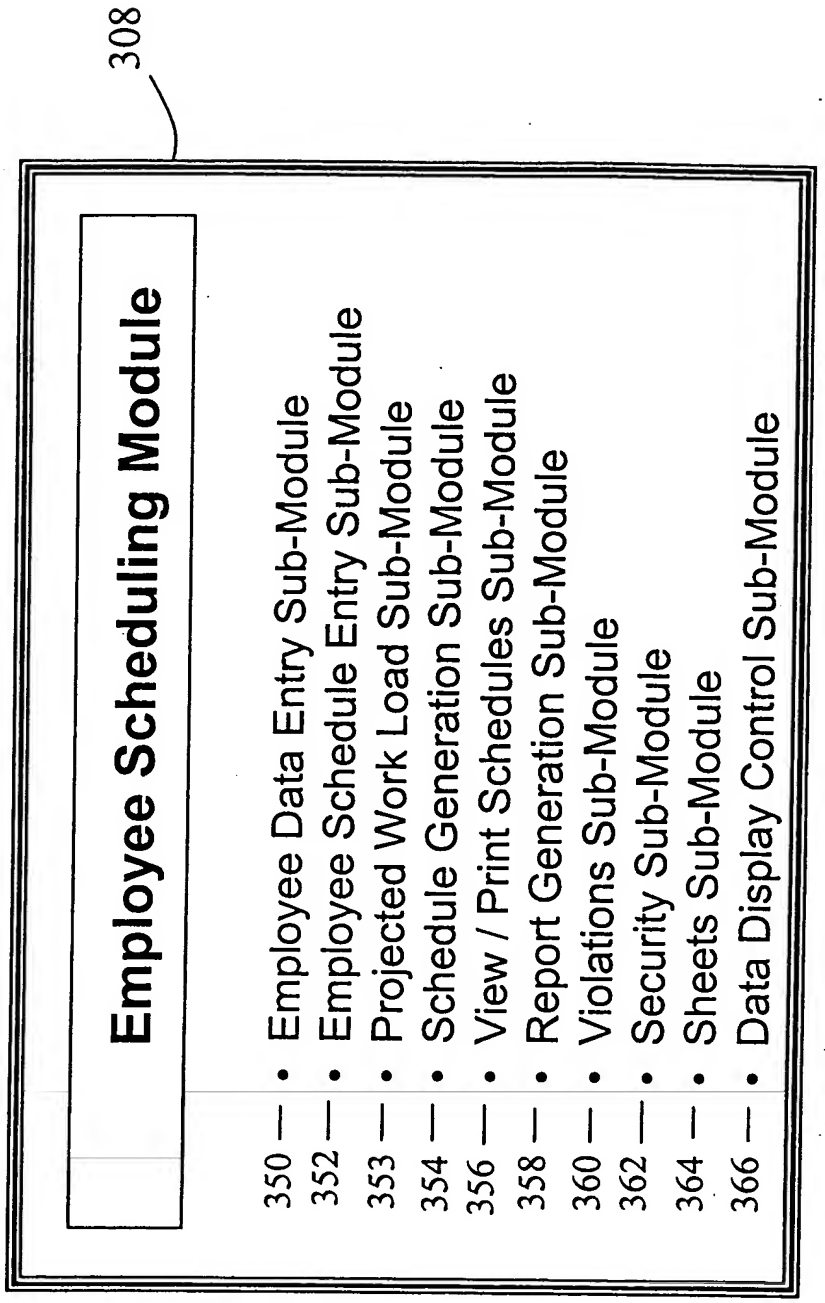
308
Employee Scheduling Module
350 — • Employee Data Entry Sub-Module
352 — • Employee Schedule Entry Sub-Module
353 — • Projected Work Load Sub-Module
354 — • Schedule Generation Sub-Module
356 — • View / Print Schedules Sub-Module
358 — • Report Generation Sub-Module
360 — • Violations Sub-Module
362 — • Security Sub-Module
364 — • Sheets Sub-Module
366 — • Data Display Control Sub-Module

Fig. 4

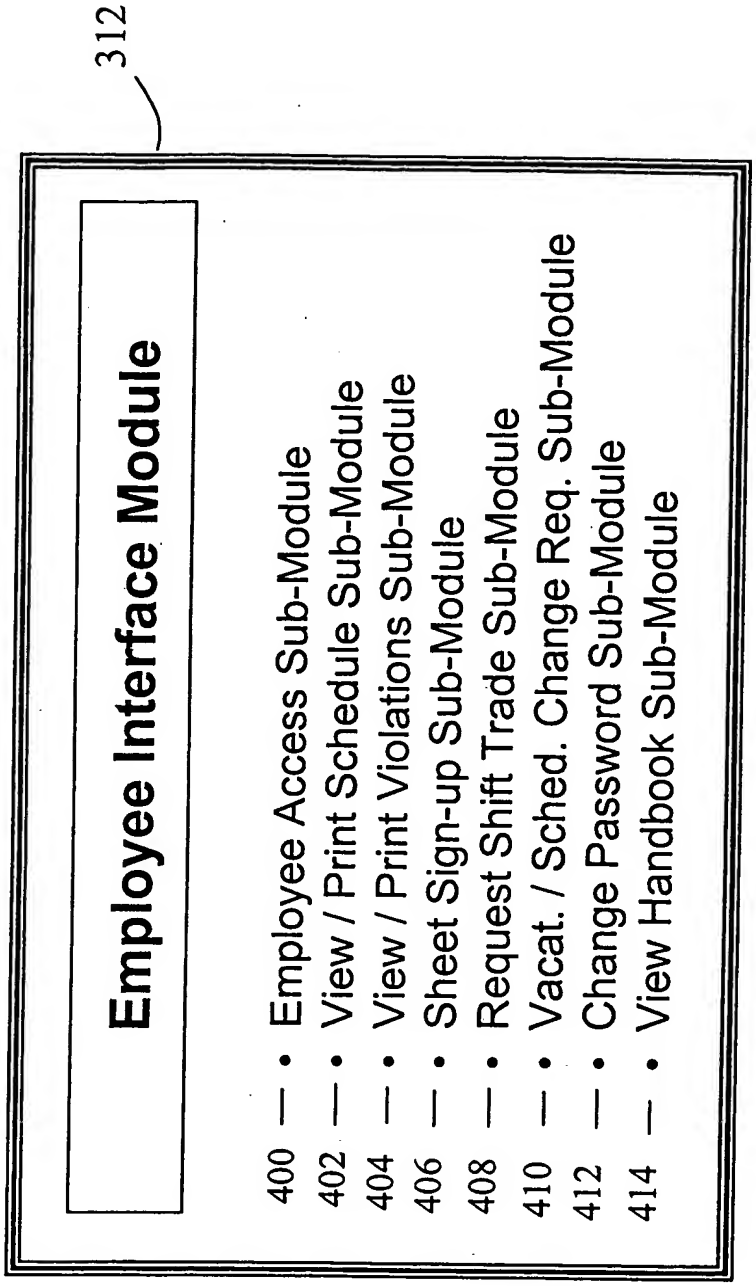
312
Employee Interface Module
400 — • Employee Access Sub-Module
402 — • View / Print Schedule Sub-Module
404 — • View / Print Violations Sub-Module
406 — • Sheet Sign-up Sub-Module
408 — • Request Shift Trade Sub-Module
410 — • Vacat. / Sched. Change Req. Sub-Module
412 — • Change Password Sub-Module
414 — • View Handbook Sub-Module

Fig. 5

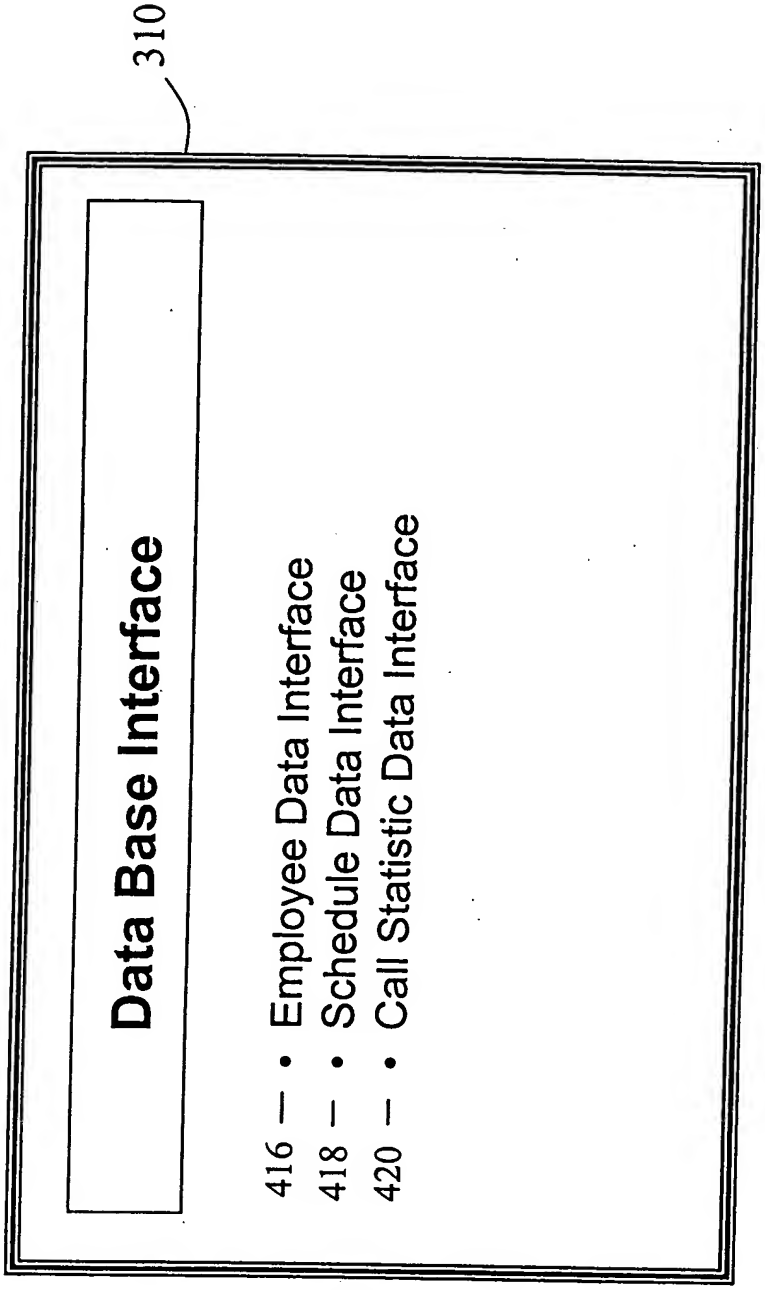
310
Data Base Interface
416 — • Employee Data Interface
418 — • Schedule Data Interface
420 — • Call Statistic Data Interface

Fig. 6

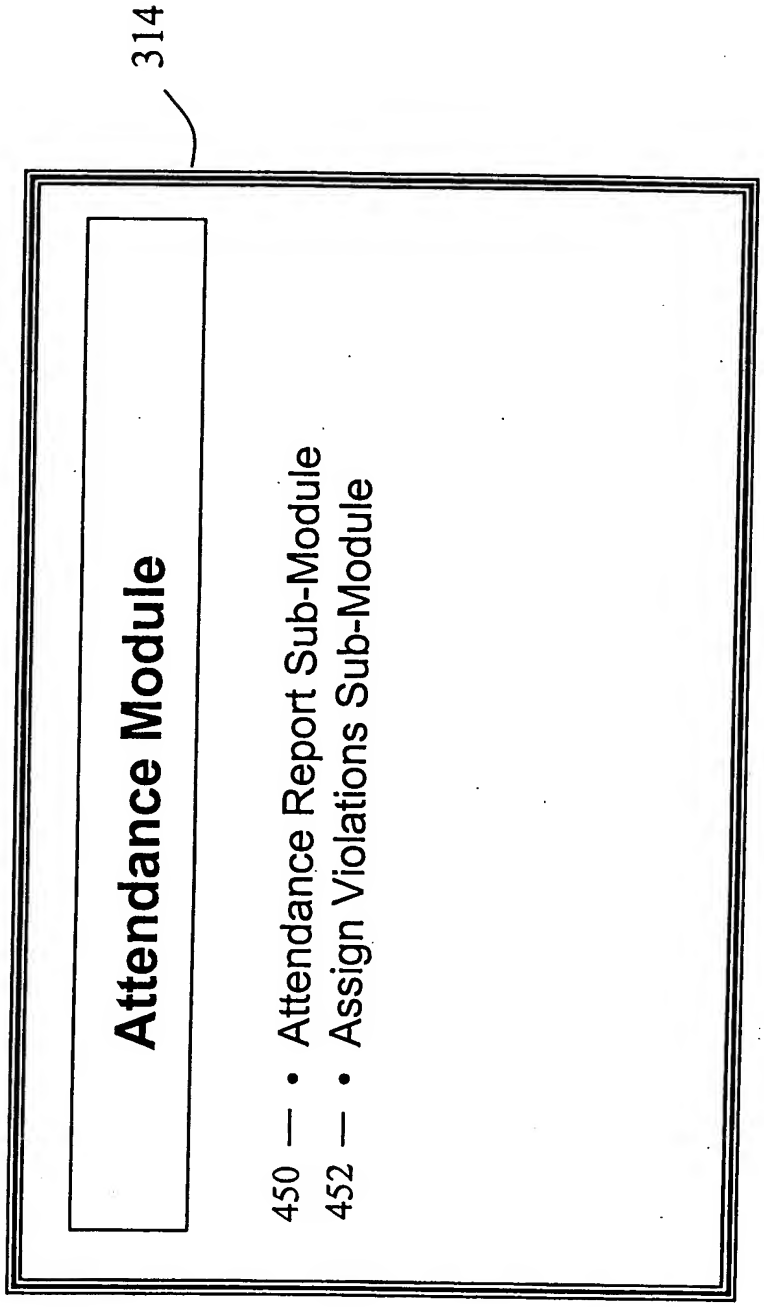
314
Attendance Module
450
• Attendance Report Sub-Module
452
• Assign Violations Sub-Module

Fig. 7

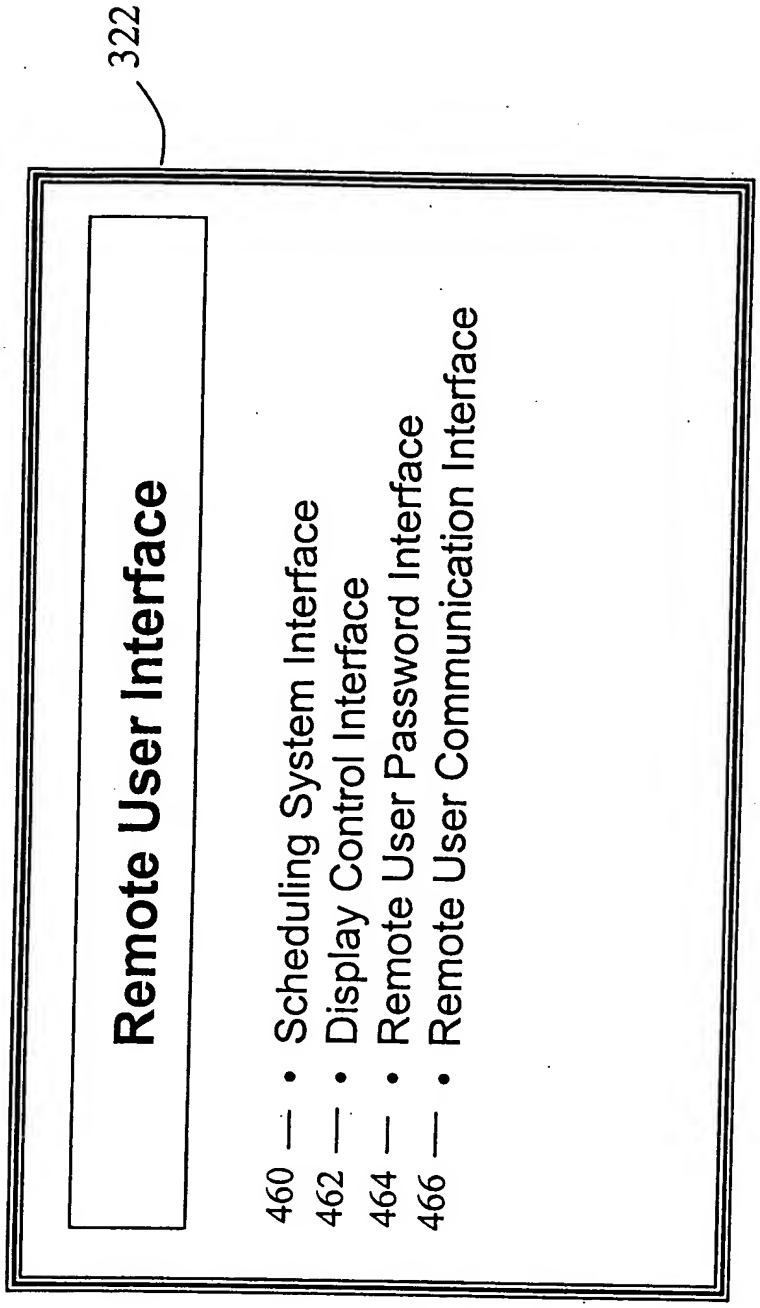
322
Remote User Interface
460 — • Scheduling System Interface
462 — • Display Control Interface
464 — • Remote User Password Interface
466 — • Remote User Communication Interface

Fig. 8

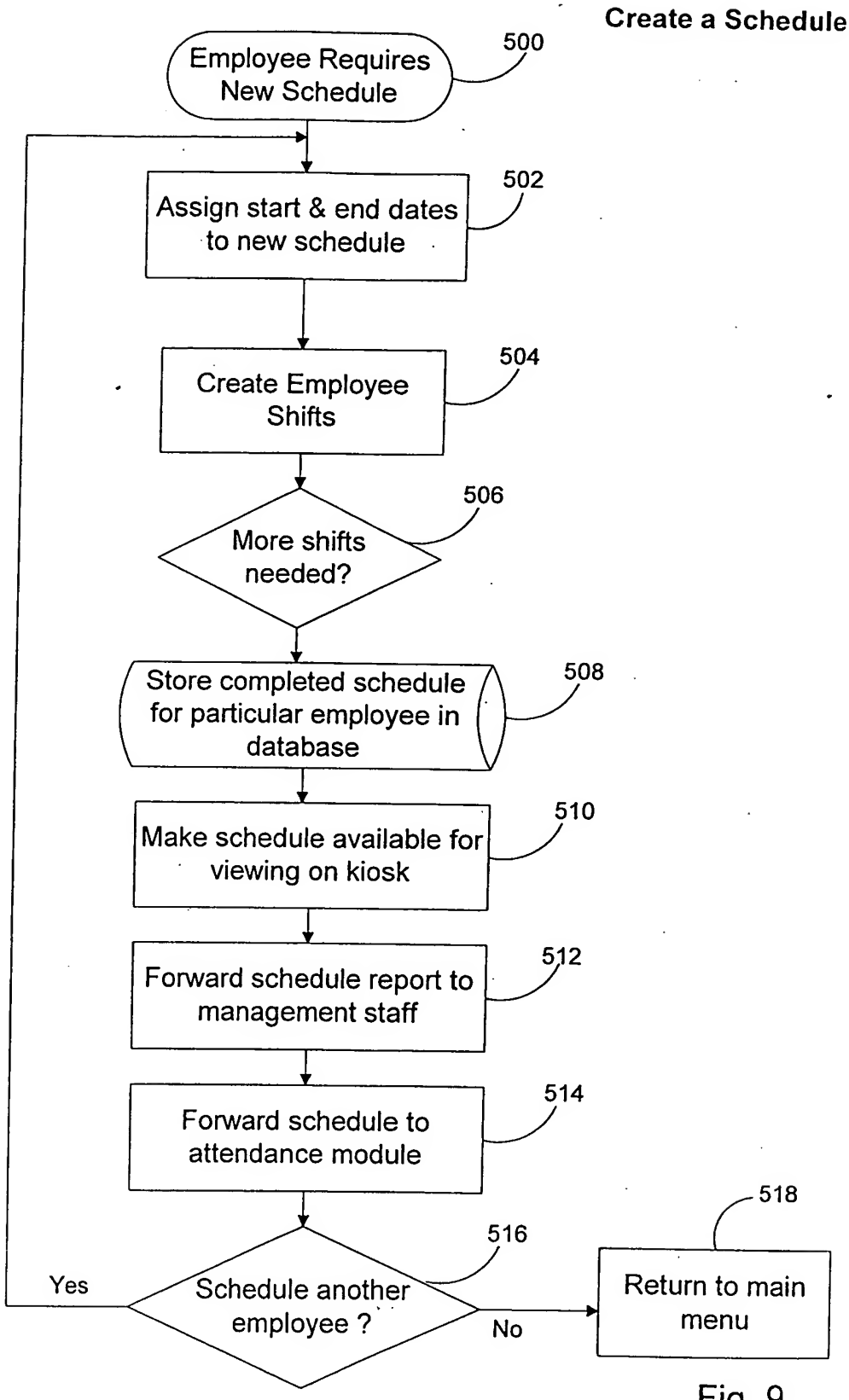
Create a Schedule
Employee Requires New Schedule
500
Assign start & end dates to new schedule
502
Create Employee Shifts
504
More shifts needed?
506
Store completed schedule for particular employee in database
508
Make schedule available for viewing on kiosk
510
Forward schedule report to management staff
512
Forward schedule to attendance module
514
Schedule another employee ?
516
Yes
No
Return to main menu
518

Fig. 9

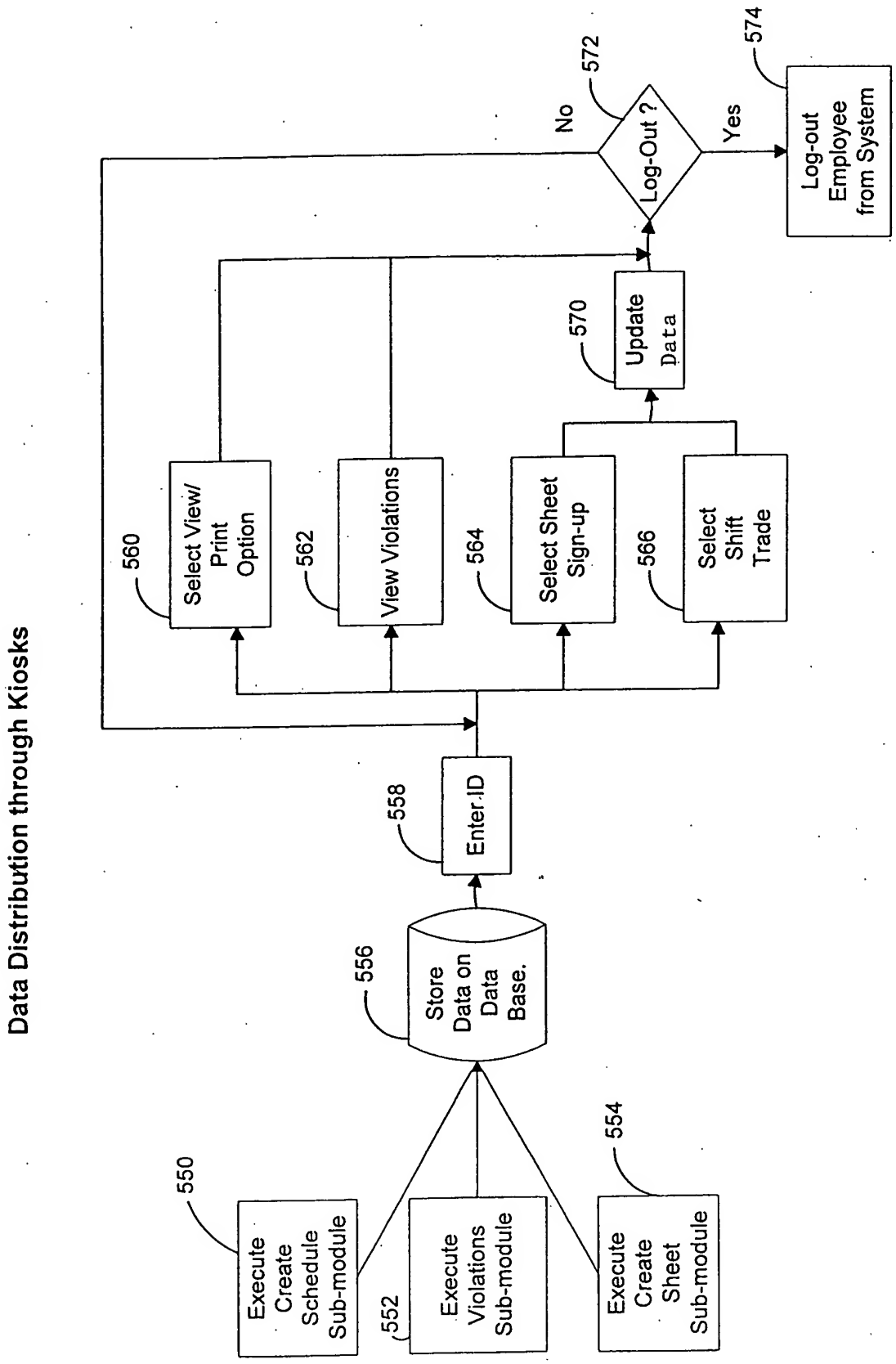
Data Distribution through Kiosks
Execute Create Schedule Sub-module
550
Execute Violations Sub-module
552
Execute Create Sheet Sub-module
554
Store Data on Data Base.
556
Enter ID
558
Select View/ Print Option
560
View Violations
562
Select Sheet Sign-up
564
Select Shift Trade
566
Update Data
570
Log-Out ?
572
No
Yes
Log-out Employee from System
574

Fig. 10

Sheet Signup Process

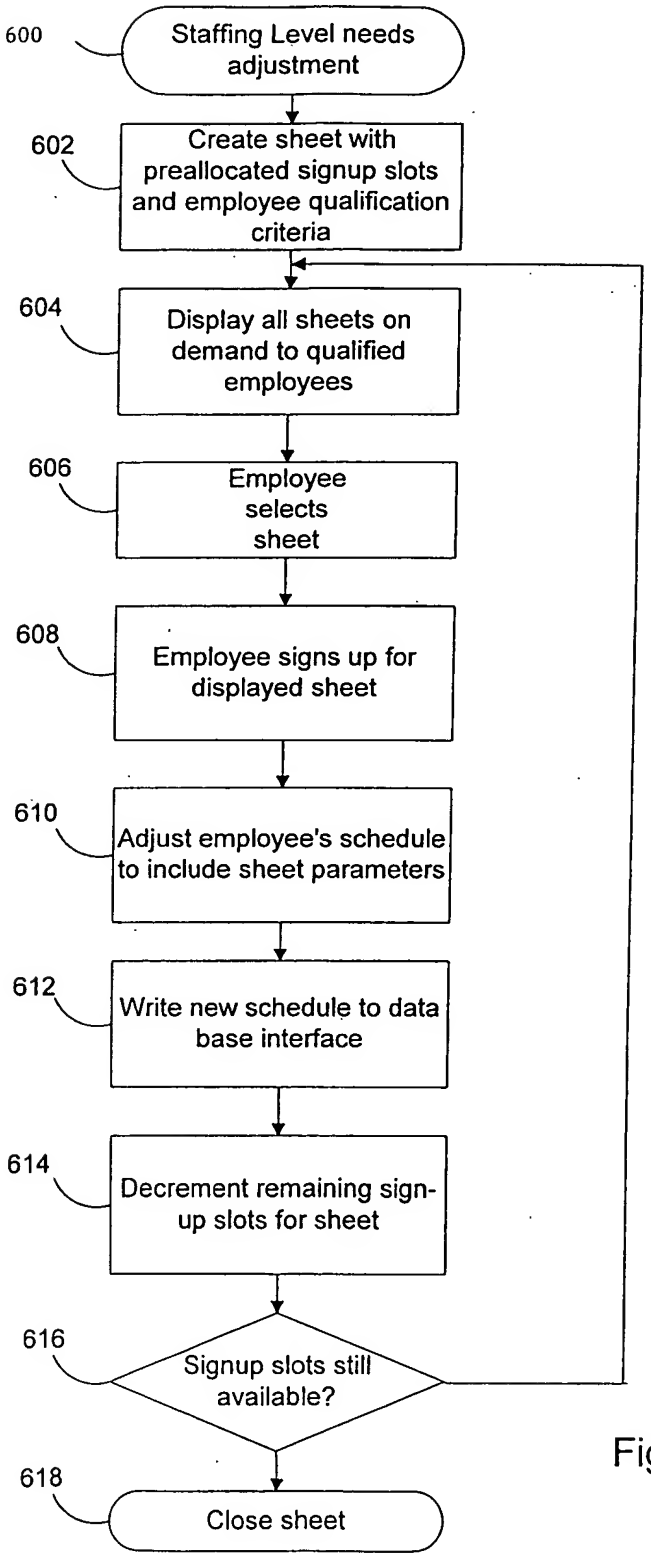

Fig. 11

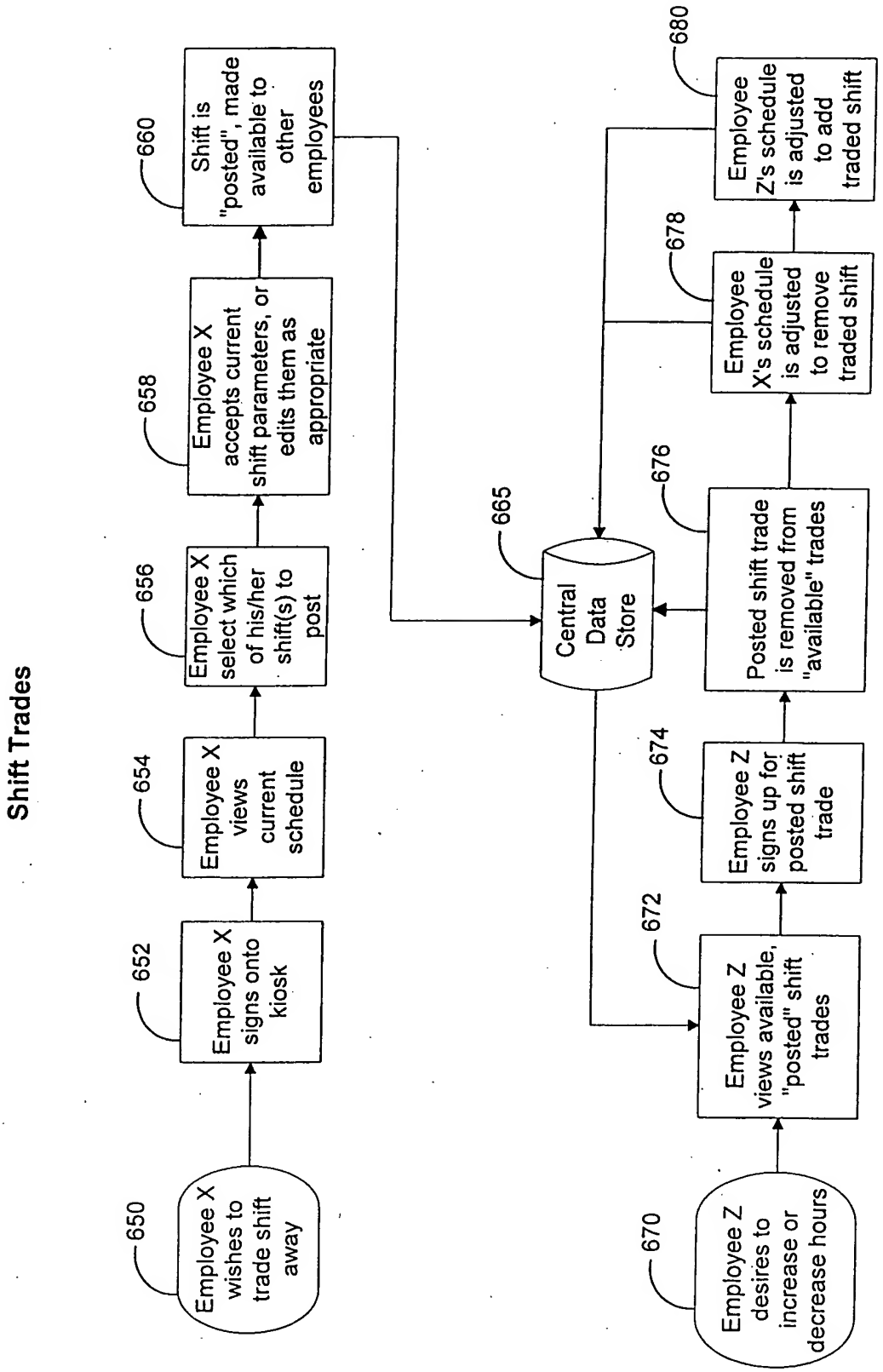
Shift Trades
650
Employee X wishes to trade shift away
652
Employee X signs onto kiosk
654
Employee X views current schedule
656
Employee X select which of his/her shift(s) to post
658
Employee X accepts current shift parameters, or edits them as appropriate
660
Shift is "posted", made available to other employees
665
Central Data Store
670
Employee Z desires to increase or decrease hours
672
Employee Z views available, "posted" shift trades
674
Employee Z signs up for posted shift trade
676
Posted shift trade is removed from "available" trades
678
Employee X's schedule is adjusted to remove traded shift
680
Employee Z's schedule is adjusted to add traded shift

Fig. 12

ATTENDANCE PROCESSING

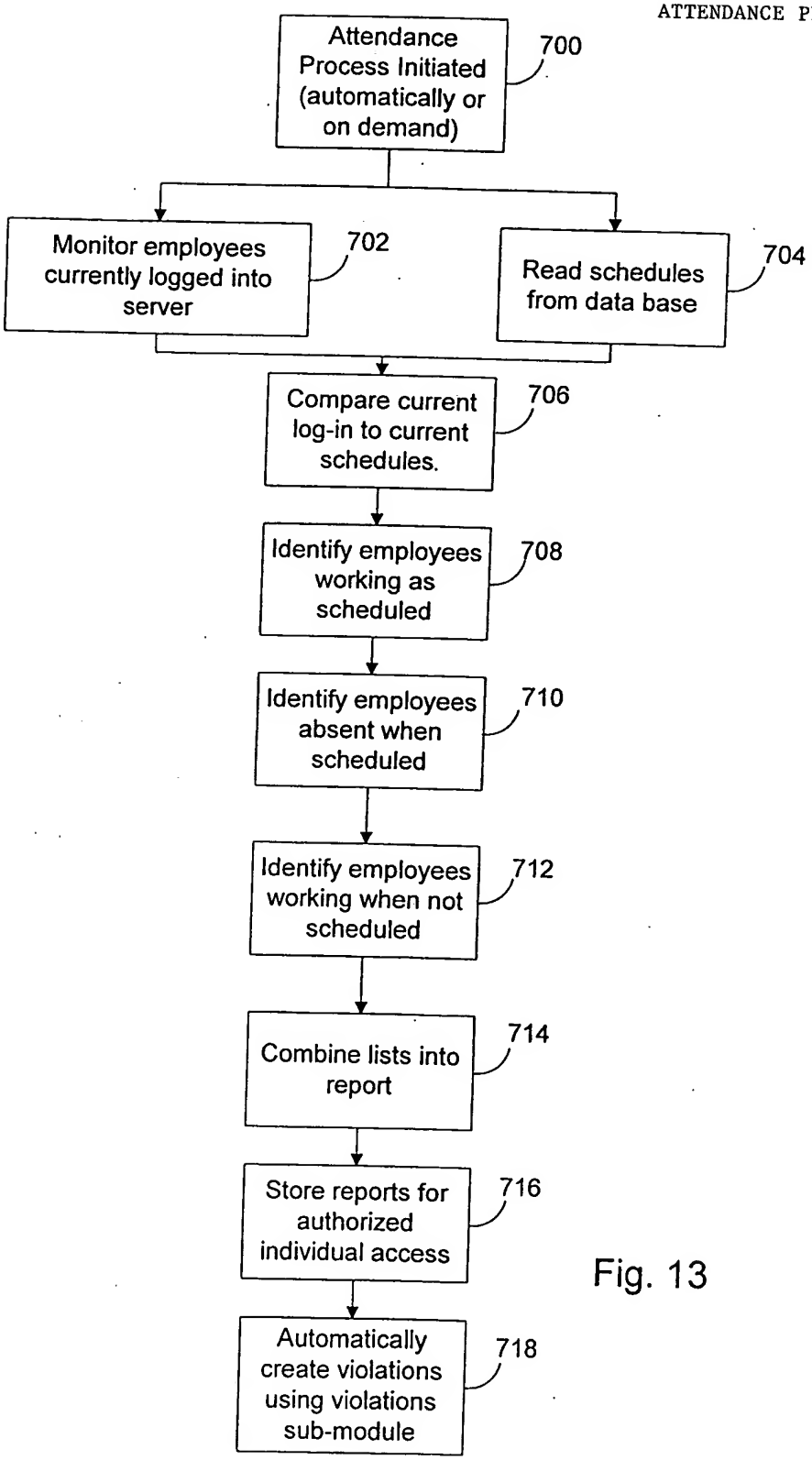

Fig. 13

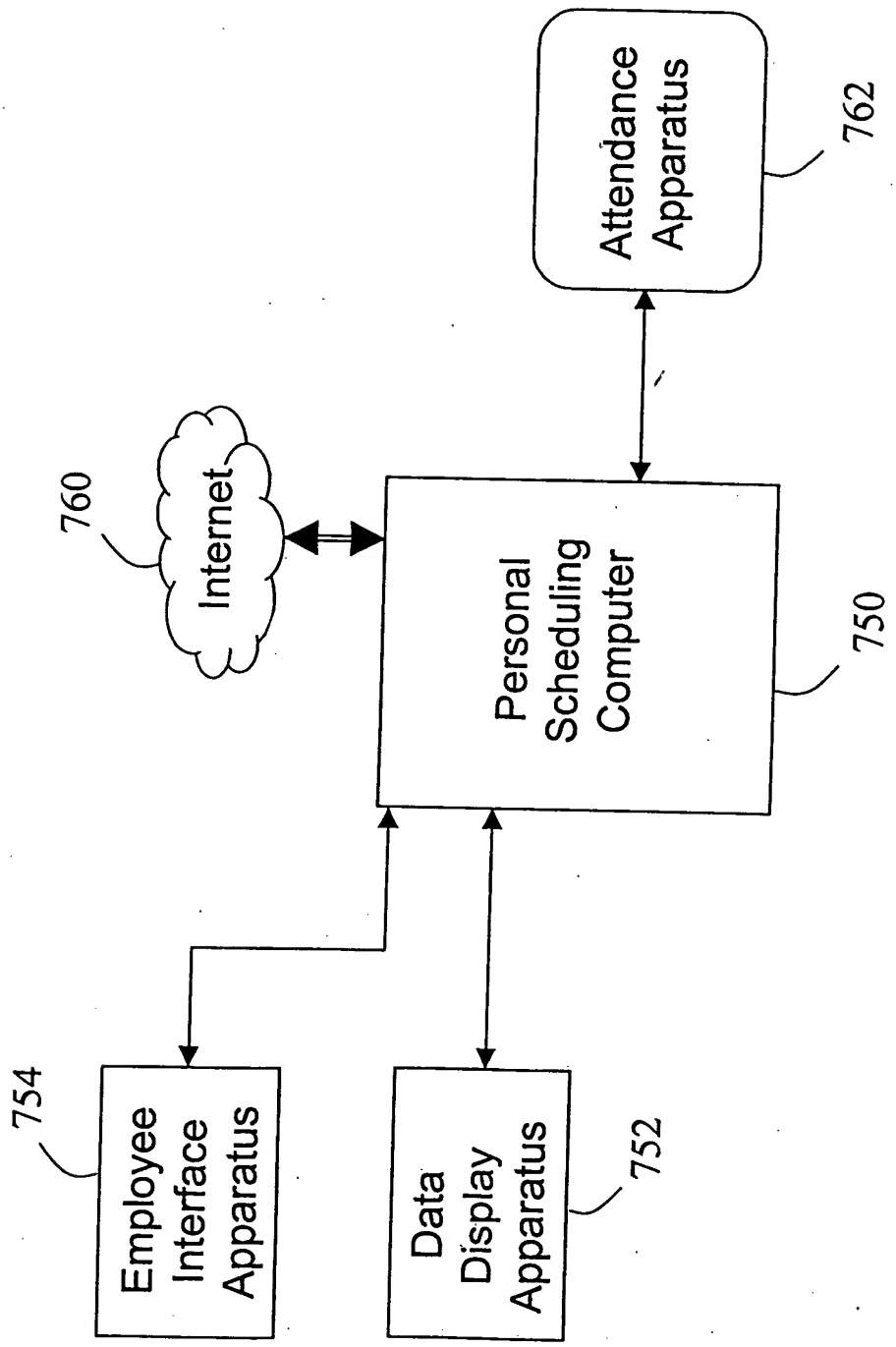
Attendance Apparatus
762
Internet
760
Personal Scheduling Computer
750
Employee Interface Apparatus
754
Data Display Apparatus
752

Fig. 14